



NSSC News...Oct 25, 2004

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NSSC Vision: Unparalleled Service

NSSC Mission: "To provide timely, accurate, high quality, cost effective and customer focused support for selected NASA business and technical services."

Shared Services 101 - Shared Services organizations have several traits in common:

- **Shared Services organizations operate as a business within a business**
 - Plans are developed based on customer demand for services
 - Prices are used to charge customers for the true cost of delivering service – these should be a fair price for what the internal (or external) market will bear
- **Shared Services organizations operate with a performance-based focus**
 - Performance metrics and customer service levels are managed regularly and receive critical attention from management and stakeholders
 - Service level agreements are employed to ensure compliance with performance goals and to define customer commitments
 - External and internal benchmarks and best practices are monitored routinely
- **Shared Services organizations employ a continuous improvement focus**
 - Processes are assessed regularly to identify improvements in quality and efficiency
 - Innovation and creativity among staff members is encouraged and rewarded
 - Improvement actions are identified and implemented when performance does not match targets
- **Shared Services organizations reflect a governance model that is comprehensive and driven by customer requirements**
 - The governance model facilitates clarity of roles, responsibilities, and decision-making authority
 - An executive board of stakeholders is employed to ensure customer requirements are met

Center Visit Schedule

- ✓ Sept 22 Glenn
- ✓ Oct 14 Langley
- ✓ Oct 22 Johnson
- Nov 4 Goddard
- Nov 9 Ames
- Nov 10 Dryden
- Nov 15 Kennedy
- Nov 30 HQ
- Dec 2 Stennis
- Dec 14 Marshall

Unparalleled Service

Recently the Agency Transition Team met to discuss the NSSC vision and what it means to them, here are some highlights....

Unparalleled service means.....

- ✓ building on the already good service provided at Centers and extending it
- ✓ being the model for "service" in the Agency
- ✓ continuously benchmarking Shared Services organizations to incorporate leading principles and practices
- ✓ creating a solid infrastructure and business model that will facilitate customer satisfaction and efficiency

For the latest schedules, presentations and updates on NSSC visit our website at: <http://nssc.nasa.gov/>

Center Transition Team ViTS schedule

- ❖ October 28: 3:00 – 4:30 p.m. EST
- ❖ November 29: 3:00 – 4:30 p.m. EST
- ❖ January 18: 3:30 – 5:00 p.m. EST
- ❖ February 17: 3:30 – 5:00 p.m. EST